

## **14. Major Duties and Responsibilities**

As the sole LES supporting the Management Counselor, the Management Assistant supports all administrative aspects of the Management Office, including:

- Acting as the Consulate's principal point of contact for management issues with the Ministry of Foreign Affairs, Ministry of Interior, COGAT, and various diplomatic representations as well as private businesses
- Planning, coordinating and completing special projects as assigned by the Management Counselor
- Providing full range of administrative support to the Management Counselor
- Providing expert translation services between Hebrew and English
- Acting as content coordinator for the Consulate Intranet site, Post Profile and eCC
- The incumbent reports to the Management Counselor and to FMO/HRO or SGSO upon his/her absence.

### **Special Projects in Support of Post Management: 30%**

Plans, coordinates and completes special projects as assigned by the Management Counselor. (These include events and conferences hosted by the Management Counselor; researching, drafting and clearing policy documents, and working with Management subsections to implement new initiatives).

### **Management Liaison with Government of Israel: 30%**

- Establish, develop, and maintain a network of contacts with host-government officials in the Ministries of Foreign Affairs and the Interior, officers in the Israeli Defense Force (IDF), representatives of international organizations and other diplomatic and consular missions.
- Update Mission Jerusalem's diplomatic list for the MFA, respond to other MFA requests for information.
- Assist American direct-hire personnel, family members and members of household with MFA accreditation and residency permits.
- Obtain visas from appropriate authorities on behalf of employees and family members.
- Apprise American direct-hire personnel of work permit/visa requirements for their third-country domestic employees.
- Obtain entry permits from Israeli Military officials for passage through checking points for LES residing in the West Bank and for Consulate contacts from the West Bank who need to travel to Jerusalem on Consulate-related business. Arrange emergency permits for relevant contacts and staff facing access restrictions. Provide reference letters for LES and Consulate contacts to facilitate thorough relevant crossing and entry points.

**Administrative Support:****20%**

- Maintain calendars for the meeting areas of the Consulate General. Coordinate IT and GSO support when required.
- Maintain the Management Officer's calendar. Schedule appointments and arrange meetings on behalf of the Management Counselor. Receive and escort her visitors.
- Manage Management Counselor's official travel logistics.
- Assist with official visitor support.
- Finalize and distribute Management Notices, ensuring error-free content and adherence to required formats.
- Manage the files, including archiving or shredding obsolete files as appropriate.
- Draft letters confirming the entitlement to danger pay for temporary duty personnel (TDY).
- Update a list of intended recipients of gratuities for MGT sections as well as a list of the guests for Consulate events.
- Provides expert English-Hebrew/ Hebrew-English translations and interpretation services.
- Track Management Counselor's action files.

**Coordination of Information Resources: 10%**

- Coordinate content for CG Jerusalem IntraNet site, liaising with all Mission sections to ensure timely updates of the business data
- Working with the Information Systems Officer, oversee the strategic development of the site.
- Update post's electronic country clearance (eCC) information, including the distribution groups.
- Assist official travelers and those hosting them at post with submitting itineraries, drafting responses and approving requests.
- Maintain the Mission's Post Profile, ensuring up-to-date and accurate information is provided from all sections at post.

**Coordination of the Missions' Written Responses to Legal Actions: 10%**

- Ensure complete, accurate translation of incoming legal documents.
- Draft responses for Management Counselor and clear with other employees as required; put approved responses into final draft and dispatch.
- When instructed to do so, coordinate with Embassy Tel Aviv to provide a response to the GoI.
- Create and maintain an effective filing system for all documents, correspondence and all papers relating to the legal cases, both in hard copy and electronically, to ensure easy retrieval.
- Track each case's development to ensure deadline's are met.

## **15. Qualifications Required for Effective Performance**

- A. Education: Completion of secondary school, plus completion of one – two years of college or secretarial school.
- B. Prior Work Experience: At least three years of progressively more responsible office management experience or administrative assistant is required.
- C. Post Entry Training: On-site training in post procedures and practices. Short courses/workshops in software applications, such as contacts database, management and communication skills training
- D. Language Proficiency: Speaking/reading Level IV English and Hebrew, Arabic III is required.
- E. Job Knowledge: Must have a good working knowledge of general office operations and procedural requirements pertaining to functions performed in management sectors. Must have an excellent working knowledge of the internal organization, structure and policies of the Consulate. Must have a good working knowledge of the political and social environment in the region. Must have a good working knowledge of the political environment in the region. Knowledge of PCs, MS Office and MS Office-related software applications, Sharepoint Services.
- F. Skills and Abilities: Level III typing required. Ability to work independently on a variety of time-sensitive projects/issues. Must be able to work independently and draft a variety of official correspondence (cables, letters to MFA and other officials, management notices, etc.). Skill at using Windows operating system and MS Office software applications, such as Word, Excel and PowerPoint, and other pertinent software applications, such as contacts database and Visio. Ability to communicate effectively verbally and in writing, including ability to influence and persuade others in a positive way to take a desired course of action. Ability to manage time and priorities effectively. Excellent proof-reading skills. Tact and discretion regarding what information to convey, to whom it should be conveyed and how it should be conveyed. Excellent interpersonal skills and the ability to work well with others from a variety of ranks, cultures and backgrounds, including both internal and external clients. Excellent customer-service skills. Ability to maintain equanimity in a client servicing environment, including when dealing with angry and demanding clients. Ability to apply constructive criticism and to learn from mistakes.

## **16. Position Elements**

- A. Supervision Received: Directly supervised by the Management Officer. Reviewing officer is the Deputy Principal Officer.
- B. Supervision Exercised: None.
- C. Available Guidelines: DoS regulations and procedures as outlined in the FAM/FAH.
- D. Exercise of Judgment: Responsible for planning and carrying out the assignments (as set by the MGT Counselor), resolving most of the conflicts which arise, coordinating the work with others as necessary, and interpreting policy on own initiative in terms of established objectives. The employee informs the supervisor of potentially controversial findings, issues, or problems with widespread impact.
- E. Authority to Make Commitments: Authority to schedule appointments on behalf of or for the Management Officer. Authority to schedule use of the meeting rooms.
- F. Nature, Level and Purpose of Contacts: Must have contacts within the mission, and network of contacts with host-government officials in the Ministries of Foreign Affairs and the Interior, officers in the Israeli Defense Force (IDF), representatives of international organizations and other diplomatic and consular missions.